



**U.S Department of Veteran Affairs
Veterans Experience Office
810 Vermont Avenue, NW
Washington, DC 20420**

February 25, 2019

FOIA Request No.: 17-12808-F

VIA EMAIL: 56388-06772642@requests.muckrock.com

Mr. Jasper Craven
Muck Rock
Dept MRR55929
411A Highland Ave
Somerville, N.C. 02144

Dear Mr. Justin Craven:

This letter is the initial agency decision to your May 3, 2017 request under the Freedom of Information Act (FOIA), 5 U.S.C. § 552, submitted to the Veterans Experience Office for a copy of:

1. “ the Federal Manual for the White House Veterans Complaint Hotline - 855-948-2311 as well as the number of answered calls on the line since its launch in June 2017”.

The term “Federal Manual” was clarified by you on October 18, 2018, to mean “Training requirements for White House Hotline agents.”

The White House Hotline Chief of Operations has furnished the following list of training requirements for the White House Hotline agents:

- VA: Overview of VA & its administrations, Benefits & Services, web sites & references
- Veterans Experience Office: Overview, Journey Maps
- The White House VA Hotline: Categories, Processes, Prioritization
- Military Culture
- Customer Service: Essentials, Soft Skills, Service Recovery, Own the Moment, De-escalation
- Crisis & Threats
- Software/Hardware: Workforce Management, Quality Management, Customer Relationship Management (CRM), and Telephony
- Required Training: Privacy Act, Information Security, Fire & Safety
- Whole Health/Mindfulness

Additionally, you requested the number of calls answered since the June, 2017, launch of the White House VA Hotline. The White House VA Hotline Operations Team did a search based on your requested criteria. It is noted that the system that is currently used for incoming calls and tracking purposes was not in place until October 2017. Also, inquiries can be made via email to the White House VA Hotline. The Operations Team included the number of emails answered in their response. They also supplied data to include the calls/emails answered past the date of your request of May 3, 2017. Below is the total number of answered calls and emails:

Period: 10/15/2017 (Official hotline launch date) – 2/20/2019

Calls Answered: 170,934

Emails: 596

All information is provided in its entirety. No portions of the requested records have been withheld either in whole or in part. This concludes VEO's response to your FOIA request.

If you need any further assistance or would like to discuss any aspect of your request please do not hesitate to contact me at veofoiaofficer@va.gov

Sincerely,

//SIGNED//

Mary H. Thompson

Freedom of Information Act Officer